



Call Intake Reference Guide For Non-Emergency Transports

Version 2

Medicare

- Please complete a Facesheet and a Physician Certification Statement (PCS).
- Call St. Charles County Dispatch & Alarm at **636-928-7569** to arrange transport. Answer dispatcher's questions about patient's condition.
- If the time is between 8 a.m. and 4:30 p.m., the dispatcher will transfer the call to a SCCAD representative, who will ask other questions and request that you fax a copy of the patient's insurance card, the completed PCS form and the Facesheet to **636-344-7651**. Once the completed forms are received, the trip will be scheduled. If any paperwork is incomplete, we will contact you and place a hold on the transport.

If it is outside the hours of 8 a.m. – 4:30 p.m., you will not speak with a SCCAD representative. Please fax the copy of the insurance card, PCS and Facesheet to SCCAD at **636-344-7651** prior to the transport.

- Please gather any pertinent discharge paperwork and prepare patient for transport. Note that the crew will continue to request the PCS and Facesheet at the time of transport so they can include the information in their documentation.

Medicare Part C Plans (Medicare Advantage)

- Call patient's insurance company to obtain pre-authorization for the ambulance transport. A pre-authorization phone number can typically be found on the back of most insurance cards. If approved, the provider should either give you an authorization number or send the auth. directly to SCCAD.
- SCCAD is out of network for all Medicare Advantage plans, making prior authorization a must in order for the trip to be covered!

Private Insurance

- Call patient's insurance company to obtain pre-authorization for the ambulance transport. A pre-authorization phone number can typically be found on the back of most insurance cards. If approved, the provider should either give you an authorization number or send the auth. directly to SCCAD.
- Please complete a Facesheet and a Physician Certification Statement (PCS).
- Call St. Charles County Dispatch & Alarm at **636-928-7569** to arrange transport. Answer dispatcher's questions about patient's condition.
- If the time is between 8 a.m. and 4:30 p.m., the dispatcher will transfer the call to a SCCAD representative, who will ask other questions and request that you fax a copy of the patient's insurance card, the completed Facesheet and the PCS to **636-344-7651**. If you have a pre-authorization number for the trip, provide it to the rep. If the patient's insurance is sending authorization information, please report this to SCCAD. If any paperwork is incomplete, we will contact you and place a hold on the transport.

If it is outside the hours of 8 a.m. – 4:30 p.m., you will not speak with a SCCAD representative. Please fax the copy of the insurance card, PCS and Facesheet sheet to SCCAD at **636-344-7651** prior to the transport.

- Please gather any pertinent discharge paperwork and prepare patient for transport. Note that the crew will request the PCS and Facesheet at the time of transport so they can include the information in their documentation.

Please see reverse side for additional call intake information

Medicaid

- Medicaid requires prior authorization through Logisticare for all transports **except 911 emergencies**. There are two different pre-auth contact numbers depending on the timeframe.

866-269-5942 **Logisticare Same-Day or Short-Term Scheduling (less than 5 calendar days)**
866-269-5927 **Logisticare Advance Scheduling (minimum 5 calendar days)**

- For same-day and short-term scheduling, please call Logisticare at **866-269-5942** to obtain pre-authorization for the ambulance trip (service is available 24 hours per day). Once approved, Logisticare will provide authorization paperwork to SCCAD.
- For trips that may be planned in advance, call Logisticare's reservation line **866-269-5927** to obtain pre-authorization for the ambulance trip (service is available Monday – Friday, 8 a.m. – 5 p.m.). Once approved, Logisticare will provide authorization paperwork to SCCAD. Please note that Logisticare requires that pre-arranged trips be scheduled **five calendar days in advance**.
- Please complete a Facesheet and a Physician Certification Statement (PCS).
- If Logisticare approves transport by ambulance, call St. Charles County Dispatch & Alarm at **636-928-7569** to schedule the trip. Answer dispatcher's questions about patient's condition. (Trips may be scheduled anytime after Logisticare gives approval.)
- If the time is between 8 a.m. and 4:30 p.m., the dispatcher will transfer the call to a SCCAD representative, who will ask other questions and request that you fax a copy of the patient's insurance card, the completed Facesheet and the PCS to **636-344-7651**. If any paperwork is incomplete, we will contact you and place a hold on the transport.

If it is outside the hours of 8 a.m. – 4:30 p.m., you will not speak with a SCCAD representative. Logisticare will still fax the authorization to the District. Please fax a copy of the insurance card, the Facesheet and the PCS to SCCAD at **636-344-7651** prior to the transport.

- Please gather any pertinent discharge paperwork and prepare patient for transport. Note that the crew will request the PCS and Facesheet at the time of transport so that they can include the information in their documentation.

Remember...

- By protocol, ambulances may take 30-90 minutes to arrive for non-emergency transfers.
- If you do not feel your patient can safely wait this long to be transported, call 911.
- If a patient's condition deteriorates after you've set up a non-emergency transfer, please call 911 and have the response upgraded to emergency



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If you have questions about our call intake procedures or need to speak with a member of our billing team, please call 636-344-7690.

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